

# BLACKBERRY ENTERPRISE SERVICE 10

## Regulated-level device management for BlackBerry 10

Regulated-level Enterprise Mobility Management (EMM) control options are available for BlackBerry® 10 smartphones to enable compliance for secure, government and regulated environments. Where a high degree of granular control over device features is required and for enterprises where corporate-only use and application management policies are in place, BlackBerry 10 smartphones and BlackBerry® Enterprise Service 10 combine to provide the ultimate device management solution for high-security mobility.

### BlackBerry® is re-inventing Enterprise Mobility Management by bringing together:

Device Management	Security	Unified Communications	Applications
BlackBerry enables enterprises to manage complex fleets of mobile devices	BlackBerry is the gold standard for secure end-to-end mobility	BlackBerry enables a truly integrated voice, messaging, PIM, apps and social experience built for business users	BlackBerry® 10 delivers a comprehensive business and productivity app portfolio, an enterprise-grade app management framework and a low-cost app development environment

### What's included with BlackBerry Enterprise Service 10 and Regulated-level EMM

Complimentary BlackBerry Support providing 12x5 telephone access to technical experts, responsive online support, access to training, productivity and diagnostic tools

BlackBerry 10 Mobile Device Management (MDM) capabilities designed for secure, government and regulated environments

Enforcement of corporate-only use and granular controls to manage use of camera, storage, WiFi, Bluetooth and other device features

A single intuitive management console to manage your devices, users, groups, apps and services including reporting and dashboard capabilities

BlackBerry® World™ for Work: a fully integrated corporate app storefront

Ability to manage instances of BlackBerry® Enterprise Server 5.0.3 & above through the BlackBerry Enterprise Service 10 management console

### Satisfy the full range of security needs; from a basic level up to the high levels of security required by government and regulated industries

EMM service level requirement	Type of enterprise					
	Open	Managed for some	Managed for all	Segmented	Locked down and managed mix	100% locked down
Regulated-level Enterprise Mobility Management				■	■	■
Corporate-level Enterprise Mobility Management		■	■	■	■	
Basic Mobility Management (ActiveSync™)	■	■		■		
	Small to Medium Business with no company policy.	Small & Medium Business that do not require locked-down devices.	Large & Medium Enterprises that do not require locked-down devices.	Large Enterprises with different levels of device management.	Large Enterprises that are security sensitive.	Government and regulated industries

# Regulated-level Enterprise Mobility Management BlackBerry 10 Controls and Settings

<b>General</b>	<b>Security</b>	<b>Network Access Control for Work Applications</b> Specify whether work applications on a BlackBerry device must connect to your organization's network through the BlackBerry Enterprise Service 10.	<b>User Created VPN Profiles</b> Specify whether a BlackBerry device user can create VPN profiles on a device.	<b>PIN to PIN Log Wireless Synchronization</b> Specify whether a BlackBerry device synchronizes logs for PIN messages with your organization's BlackBerry Enterprise Service 10.	<b>Bluetooth Pairing PIN Length</b> Specify the Bluetooth Pairing PIN Length to a minimum of 8 digits.
<b>Mobile Hotspot Mode and Tethering</b> Specify whether to allow Mobile Hotspot mode, tethering using Bluetooth technology, and tethering using a USB cable on a BlackBerry device.	<b>Wipe the Work Space without Network Connectivity</b> Specify the time in hours that must elapse without a BlackBerry device connecting to your organization's network before wiping the entire device.	<b>Work Data Uses Only Work Network</b> Specify whether a BlackBerry device must route work data traffic through a work VPN or work Wi-Fi connection.	<b>PIN Messaging</b> Specify whether a BlackBerry device can send PIN messages.	<b>CCL Data Collection</b> Specify whether a BlackBerry device allows Context Collection Library (CCL) data collection across all apps.	<b>Bluetooth Secure Simple Pairing Numeric Comparison</b> This policy will allow an administrator to control the secure simple pairing methods that can be used when pairing with a Bluetooth device.
<b>Plans Application</b> Specify whether the Plans app can run on a BlackBerry device.	<b>Restrict Development Mode</b> Specify whether development mode is restricted for BlackBerry device users. Development mode allows software development tools to connect to a device and also allows you or a user to install applications directly on the device using a USB or Wi-Fi connection.		<b>Unified View for Work and Personal Accounts and Messages</b> Specify whether the Messages application on the BlackBerry device displays work and personal accounts and messages together in a single view.		<b>Bluetooth MAP Profile</b> Specify whether a Bluetooth enabled BlackBerry device can use the MAP Profile.
<b>Wireless Service Provider Billing.</b> Specify whether a BlackBerry device user can purchase applications from the BlackBerry App World storefront using the purchasing plan for your organization's wireless service provider.		<b>Software</b>	<b>Carrier Applications</b> Specify whether a BlackBerry device can use carrier installed applications.	<b>Hardware</b>	<b>Wi-Fi</b> Specify whether a BlackBerry device can use Wi-Fi.
<b>Roaming</b> Specify whether a BlackBerry device can use data services over the wireless network when the device is roaming.	<b>Voice Control</b> Specify whether a BlackBerry device user can use the voice control commands on a BlackBerry device.	<b>SMS/MMS</b> Specify whether a BlackBerry device can send SMS text messages and MMS messages.	<b>Smart Calling Data Analysis</b> Specify whether a BlackBerry device can send certain contact and device data to BlackBerry for analysis to help the device recommend the best method to call a specified contact at that time based on device and call quality data received from both the user's device and the contact's device.	<b>Bluetooth Pairing</b> Specify whether to prevent a Bluetooth enabled BlackBerry device from pairing with another Bluetooth device.	<b>Camera</b> Specify whether a BlackBerry device can use the camera.
<b>Password</b>	<b>Voice Dictation</b> Specify whether a BlackBerry device user can use voice dictation on a device.	<b>Media Sharing</b> Specify whether a BlackBerry device can share music, pictures, and videos over a Wi-Fi connection.	<b>Non-Email Accounts</b> Specify whether a BlackBerry device user can add third-party accounts for services, such as Facebook, Twitter, LinkedIn and Evernote to the device.	<b>Bluetooth Handsfree Profile</b> Specify whether to prevent a Bluetooth enabled BlackBerry device from using the Bluetooth Hands Free Profile (HFP).	<b>Location Services</b> Specify whether a BlackBerry device can provide its geographic location to applications that are running on the device.
<b>Password Required for Device</b> Specify whether a BlackBerry device requires a password to protect the Work Space on the device.	<b>Backup and Restore Work Space Using BlackBerry Desktop Software</b> Specify whether a BlackBerry device user can back up and restore the applications and data that are located in the Work Space of the device using the BlackBerry Desktop Software.	<b>BBM Video/BBM Voice</b> Specify whether a BlackBerry device can use the BBM Video and BBM Voice apps.		<b>Bluetooth Serial Port Profile</b> Specify whether to prevent a Bluetooth enabled BlackBerry device from using the Bluetooth Serial Port Profile (SPP).	<b>NFC</b> Specify whether a BlackBerry device can use NFC.
<b>Minimum Password Length</b> Specify the minimum length of the password on a BlackBerry device.	<b>BlackBerry Bridge</b> Specify whether a BlackBerry 10 smartphone can use a BlackBerry PlayBook tablet to access work data on the smartphone using the BlackBerry Bridge app.	<b>YouTube for BlackBerry Devices</b> Specify whether a BlackBerry device can use the YouTube for BlackBerry devices app.	<b>Logging</b>	<b>Bluetooth Discoverable Mode</b> Specify whether to prevent a Bluetooth enabled BlackBerry device user from turning on Discoverable mode on their BlackBerry device.	<b>HDMI</b> Specify whether a BlackBerry device can use the HDMI port.
<b>Security Timeout</b> Specify the maximum number of minutes of BlackBerry device user inactivity that can elapse before a BlackBerry device locks.	<b>Smart Card Password Caching</b> Specify whether a BlackBerry device can cache the smart card password. (Smart Card Reader)	<b>Facebook</b> Specify whether a BlackBerry device can use the Facebook app.	<b>Log Submission</b> Specify whether a BlackBerry device can generate and send log files to the BlackBerry Technical Solution Center.	<b>Bluetooth Address Book Transfer</b> Specify whether to prevent the BlackBerry device from exchanging address book data with supported Bluetooth enabled devices.	
<b>Maximum Password Age</b> Specify the maximum number of days that can elapse before a BlackBerry device password expires and a BlackBerry device user must set a new password.	<b>Smart Password Entry</b> Specify whether the smart card password can be cached.	<b>Twitter</b> Specify whether a BlackBerry device can use the Twitter app.	<b>Phone Log Wireless Synchronization</b> Specify whether a BlackBerry device synchronizes the call log for the Phone app with your organization's BlackBerry Enterprise Service 10.	<b>Bluetooth File Transfer</b> Specify whether the Bluetooth enabled BlackBerry device can exchange files with compatible Bluetooth Object EXchange (OBEX) devices.	<b>Bluetooth Encryption Key Length</b> This rule specifies the minimum encryption key length that a BlackBerry device uses to encrypt Bluetooth connections.
<b>Minimum Password Complexity</b> Specify the minimum complexity of the password on the BlackBerry device.	<b>Lock on Smart Card Removal</b> Specify whether the BlackBerry device locks when the user removes the smart card from a supported smart card reader or disconnects a supported smart card reader from the BlackBerry device.	<b>LinkedIn</b> Specify whether a BlackBerry device can use the LinkedIn app.	<b>Video Chat Log Wireless Synchronization</b> Specify whether a BlackBerry device synchronizes the call log for the Video Chat app with your organization's BlackBerry Enterprise Service 10.	<b>Bluetooth Personal Area Networking</b> Specify whether a Bluetooth enabled BlackBerry device can use the Bluetooth Personal Area Networking Profile (PAN).	
<b>Maximum Password Attempts</b> Specify the number of times that a BlackBerry device user can attempt an incorrect password before a BlackBerry device deletes the data in the Work Space.	<b>Maximum Bluetooth Range</b> Specify the maximum power range, as a value between 30% (the shortest range) and 100% (the longest range), that the BlackBerry Smart Card Reader uses to send Bluetooth packets.	<b>Other Email Messaging Services</b> Specify whether a BlackBerry device can use email messaging services other than the BlackBerry Enterprise Service 10.	<b>SMS/MMS Log Wireless Synchronization</b> Specify whether a BlackBerry device synchronizes logs for SMS text messages and MMS messages with your organization's BlackBerry Enterprise Service 10.	<b>Bluetooth Advanced Audio Distribution Profile</b> Specify whether a Bluetooth enabled BlackBerry device can use the Bluetooth Advanced Audio Distribution Profile (A2DP) to perform audio streaming via Bluetooth.	
<b>Maximum Password History</b> Specify the maximum number of previous passwords that a BlackBerry device checks to prevent a BlackBerry device user from reusing a previous password.	<b>Minimum PIN Entry Mode</b> Specify the minimum PIN entry mode required when pairing the BlackBerry Smart Card Reader with a BlackBerry device or computer.	<b>Wireless Software Updates</b> Specify whether a BlackBerry device can download BlackBerry Enterprise Service 10 updates over the wireless network. This rule can be set to Allow All, Allow Security Updates Only or Disallow.	<b>BlackBerry Messenger Log Wireless Synchronization</b> Specify whether a BlackBerry device synchronizes logs for the BlackBerry Messenger app with your organization's BlackBerry Enterprise Service 10.	<b>Bluetooth Audio/Video Remote Control Profile</b> Specify whether a Bluetooth enabled BlackBerry device can use the Bluetooth Audio/Video Remote Control Profile (AVRCP) to facilitate remote control of audio & video via Bluetooth.	
<b>Password Required for Work Space</b> Specify whether a BlackBerry device requires a password for the Work Space.	<b>Security Timer Reset</b> Specify whether apps can reset the security timer on a BlackBerry device to prevent the device from locking after the period of user inactivity that you specify in the Security Timeout rule or the user specifies in the Password Lock settings on the device elapses.	<b>Hotspot Browser</b> Specify whether a BlackBerry device can use the BlackBerry hotspot browser.	<b>Maps</b> Specify whether a BlackBerry device can use the Maps app.		

Please note the features mentioned on this page are specific to BlackBerry 10 devices and BlackBerry Enterprise Service 10.



## Get BlackBerry 10 Ready

Getting up and running with BlackBerry 10 and BlackBerry Enterprise Service 10 is fast and straightforward. Importantly, it does not impact your existing BlackBerry Enterprise Server infrastructure.

## Step 1:

Download BlackBerry Enterprise Service 10 for free at **BES10.com**

## Step 2:

Transfer existing BlackBerry Enterprise Server Client Access Licenses (CAL) to BES10 CALs for managing BlackBerry 10 devices at no additional cost. Go to **blackberry.com/blackberry10ready**

Purchase new BES10 CALs for additional BlackBerry 10 devices and add regulated-level EMM data plan from your preferred data provider.

## Step 3:

Connect new BlackBerry 10 devices to BlackBerry Enterprise Service 10. You can continue to manage existing BlackBerry OS devices connected to BlackBerry Enterprise Server 5.0.3 and above, alongside BlackBerry 10 devices, through the centralized BlackBerry Enterprise Service 10 management console.

## BlackBerry Support (NEW) Now included as standard when you deploy BES10\*

Support is a key component of your Enterprise Mobility Management strategy. Implementing BES10 is easier than ever, but having a strategic support partner is still essential to ensure you deliver your mobility objectives. BlackBerry Support provides direct access to technical experts and resources to help ensure your BES10 multi-platform management infrastructure performs at its best.

BlackBerry Support is now included as standard for your BES10 deployment, giving you 12x5 telephone access to our experts, responsive online support, access to training, productivity and diagnostic tools. Higher Support levels with priority queuing and account management are available to tailor a solution that delivers the exact level of technical expertise, assistance and response time that your business requires. Additional services are also available to help you drive your mobility strategy. For more information visit **BlackBerry.com/btss**

\* Deployment includes installation of BES10 v10.1 server software and purchase of BES10 Client Access Licenses

For more information on  
BlackBerry Enterprise Service 10  
please visit: **www.BES10.com**

